

Distance Support Portal

A world of support at your fingertips

Anchor Desk
I need to...

QUICK REPORT

Cases Created and Closed From 1/15/2004 to 1/22/2004

Count of Cases

New Cases Created 467

Metric	Total	%
Telephone	193	41
Email	227	49
Anchor Desk Web	45	10
Other	2	0

Case Status as of 1/22/2004 only.

Phone Answer Time

Total Calls Answered 414

Metric	Total	%
Average Wait Time	8	Seconds
In 30 Seconds or Less	410	99
31 to 60 Seconds	4	1
Total Talk Time	2229	Minutes
Average Talk Time	5.38	Minutes

Case Status as of 1/22/2004 only.

Phone Call Abandon Time

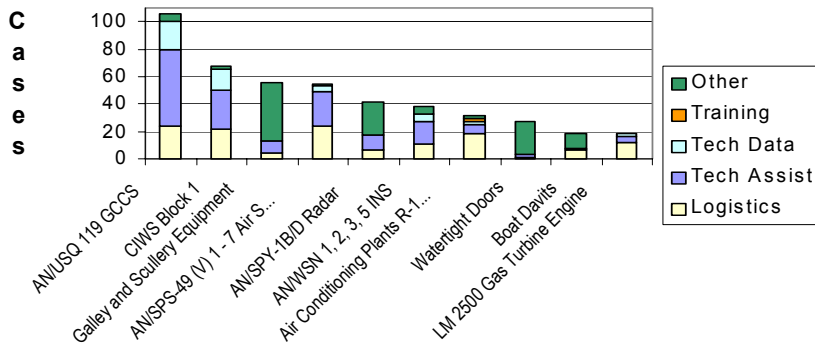
Total Calls Abandoned 9

Metric	Total	%
Average Abandon Time	20	Seconds
In 15 Seconds or Less	5	1.21
16 to 30 Seconds	2	0.48
31 to 60 Seconds	1	0.24
61 Seconds or More	1	0.24

Case Status as of 1/22/2004 only.

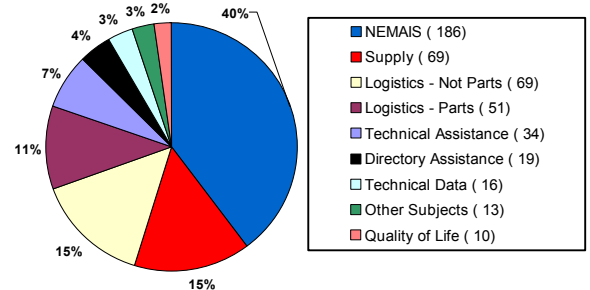
Distance Support Top 10 Requests

Cumulative Totals (Since 08/15/2000)



Functional Drivers

Types of Questions (467 Total Cases)



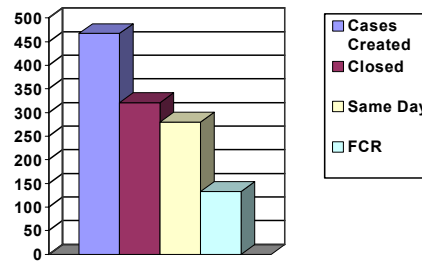
Case Resolution

New Cases Created 467

Metric	Total	%
Old Cases Closed	106	
New Cases Closed	321	69
Closed Same Day	280	60
First Contact Resolution	133	28

Case Status as of 1/22/2004 only.

Case Resolution Ratio



SOS Response Time Breakdown

Total SOS Requests Resolved 316

Metric	Total	%
1.) > 1 Week	30	9
2.) 3 - < 7 Days	34	11
3.) 1 - < 3 Days	18	6
4.) 6 - < 24 Hours	19	6
5.) 2 - < 6 Hours	52	16
6.) < 2 Hours	163	52

Case Status as of 1/22/2004 only.

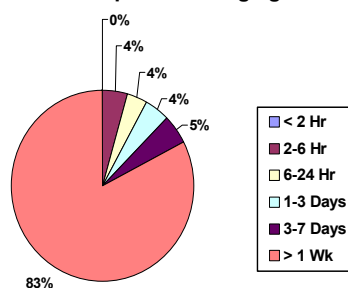
Open Cases Aging

Total Cases Open 829

Metric	Total	%
1.) > 1 Week	683	82
2.) 3 - < 7 Days	42	5
3.) 1 - < 3 Days	37	4
4.) 6 - < 24 Hours	30	4
5.) 2 - < 6 Hours	37	4
6.) < 2 Hours	0	0

Case Status as of 1/22/2004 only.

Open Cases Aging



Cases Transferred Ratio

New Cases Created 467

Metric	Total	%
Transferred to SOS	210	45
Average Transfer*	0.5	Hrs
NICC Resolved	257	55
NICC Researching	0	0

*Average Time between case creation and transfer.
Case Status as of 1/22/2004 only.

A full report explanation is available that includes definitions used in this report. Contact your Help Desk Manager to request a copy. All numbers are for the period, that is, the date range in the report heading. The period is specified at the time the report is run and may be daily, weekly (week ending on Wednesday), and monthly. Reports should be e-mailed to Help Desk Team members daily with weekly reports e-mailed on Mondays and monthly reports e-mailed the first working day of each new month.